



Annual Performance Report Form

Facility Name: DDLC Danielson
84 Shepard Hill Rd
Danielson, CT 06239

Performance Track ID #: A01-0032

Annual Performance Report #: 1

Reporting Year: 2001

Due Date: April 1, 2002

Section A

General Facility Information

To the extent possible, EPA will pre-complete items A.1-A.8 for you. Please ensure that the information in A.1-A.8 below is accurate, complete, and up to date. Please supply or revise any information as necessary and then check the box to the left of the item(s) to indicate where changes have been made. Items A.9 and A.10 cannot be pre-completed; please respond as directed in A.9 and A.10 below.

Did you make changes? If so, check box.

- A.1 ☐ Name of your facility: DDLC- Danielson
- A.2 ☐ Name of your parent company: Heating Oil Partners, L.P.
- A.3 ☐ Facility contact person for the Performance Track program
Name: Mr./Mrs./Ms./Dr. Mr. Rich Hyland
Title: General Manager
Phone: 860-779-5037 Fax: 860-774-3495 E-mail: rhyland@hopheat.com
- A.4 ☐ Facility's location
Street Address: 84 Shepard Hill Rd
Street Address (cont.):
City/State/Zip Code: Danielson, CT 06239
- A.5 ☐ Facility's website address (if any): hopheat.com
- A.6 ☐ Number of employees (full-time equivalents) who currently work in the facility:
☒ Fewer than 50 ☐ 50 - 99 ☐ 100 - 499 ☐ 500 - 1000 ☐ More than 1000
- A.7 ☐ Does your company meet the Small Business Administration definition of a small business for your sector? ☐ Yes ☒ No
- A.8 ☐ North American Industrial Classification System (NAICS) Code(s) that are used to classify business at the facility: 454311 _____
- A.9 ☐ In your application and, perhaps, in previous annual performance reports, you described what your facility does or makes. Have there been any (additional) changes to your facility's list of products and/or activities? If so, please list them in the space below. ☐ Yes ☒ No
- A.10 ☐ Please update the list of environmental requirements that apply to your facility. In the space below, indicate any changes that have taken place during this reporting period. If you have no changes to report, please write "No changes."
No Changes

Section B

Environmental Management System

B.1 Environmental Management System Assessment. Please summarize EMS assessments conducted *during the year*. Attach additional sheets as necessary.

a. Was an EMS audit or other assessment done by an independent third party?

☐ Yes ☒ No

If yes, please provide the *type* (e.g., ISO 14001 certification), the *scope*, and the *dates* (mo/yr) of each assessment.

b. Was an internal or corporate EMS audit conducted? ☒ Yes ☐ No

If yes, please provide the *scope* and the *dates* (mo/yr) of each audit.

In October 2001 a compliance audit was conducted by William Weber, Director of Capital Resources and Dylan Remley, General Counsel, as required by the facility's Environmental Management System. On November 28, 2001, the results of the audit were submitted to and reviewed by the EMS review committee for comments and recommended procedural changes. The audit included a detailed review of the facility's liquid handling procedures, storage operations, daily operating procedures, employee health, safety and training procedures, waste disposal procedures and fleet operating procedures. All of these physical areas and operating procedures were audited and reviewed to ensure compliance with the facility's internal EMS as well as all applicable laws. As a result of the audit the EMS review committee made the recommendations that are outlined in Section B.1.e. below. Such recommendations have been fully implemented.

c. Was a compliance audit conducted? ☒ Yes ☐ No

If yes, please provide the *scope* and the *dates* (mo/yr) of each audit, and indicate *who* conducted the audit(s) (e.g., facility staff, corporate groups, third party).

Please see the description in Section B.1.b. above.

d. (Optional) If you would like to describe any other audits or inspections that were conducted at your facility, please do so here.

N/A

Section B

(continued)

B.1

e. Briefly summarize corrective actions taken and other improvements made as a result of your EMS assessments and compliance audits.

Upon completion of the audit, a comprehensive Dexil Test training session was conducted. In addition, various staff members were given training on the proper methods and procedures to be utilized when conducting the daily and monthly facility inspections required under the facility's EMS.

f. Has your facility corrected all instances of potential non-compliance and EMS non-conformance identified during your audits and other assessments?

☒ Yes ☐ No ☐ No such instances identified

If no, please explain your plans to correct these instances.

g. When was the last Senior Management review of your EMS completed? *mo/yr* November 2001

Who headed the review?

Name: Mr./Mrs./Ms./Dr. Mr. William Weber

Title: Director of Environmental Compliance and Capital Resources

Section B

(continued)

B.2 ISO 14001 Certification. Is your facility currently certified to ISO 14001? ☐ Yes ☒ No

B.3 Environmental Aspects Identification. When did your facility last conduct a systematic identification and/or review of your environmental aspects? *mo/yr* February 02

B.4 Progress Toward Achieving Objectives and Targets. In the table below, please provide a narrative summary of progress made toward EMS objectives and targets. **You may limit the summary to environmental aspects that are *significant* and towards which *progress* has been made during the *reporting year*.** In cases where progress relates specifically to a Performance Track performance commitment, complete the *Environmental Aspect* column, but in the *Progress* column simply refer to the performance commitment tables in Section C, i.e. "See Section C." Attach additional sheets as necessary.

<i>Environmental Aspect</i>	<i>Progress Made This Year</i> (e.g., quantitative or qualitative improvements, activities conducted)
Emission Reduction through PMI	See Section C
Reduce fuel consumption through PMI	See Section C
1 st fill inspection & labeling program	See Section C
Waste reduction through in house consumption	See Section C
Facility upgrade	Installation of 2 double wall fuel oil storage tanks for office significantly reduces likelihood of accidental releases.

Section C

Environmental Performance Commitments

Please use the tables on pages 6-9 to summarize your facility's environmental performance against your Performance Track performance commitments. Complete only those boxes related to the baseline, current year, and performance commitment. If any of the boxes have been pre-completed for you, please verify the information. If you find information that is incorrect, cross it out and write in the correct information. **Leave blank any columns for future reporting years.**

C.1

Performance Commitment 1

a. Use this table to report data related to your first performance commitment.

Category (see page 16 of the instructions): Air Emissions

Aspect (see page 16 of the instructions): Emissions of Particulate Matter

	<i>Baseline (as stated in your application)</i>	<i>Year 1</i>	<i>Year 2</i>	<i>Year 3</i>	<i>Performance Commitment (the goal stated in your application)</i>
<i>Calendar Year</i>	2000	2001			2003
<i>Actual Quantity (per year)</i>	5,913	4,104			(optional)
<i>Measurement Units</i>	lbs				
<i>Normalizing Factor*</i>	1.0	.795			(optional)
<i>Basis for your Normalizing Factor*</i>	Gallons of fuel oil sold				
<i>Normalized Quantity* (per year)</i>	5,913	5,163			5,221

*See pages 17-19 of the instructions for more information

b. Briefly describe how you achieved improvements for this aspect or, if relevant, any circumstances that delayed progress.

Improvements were achieved through increased attention and focus by the company on the performance of Preventative Maintenance Inspections (PMI's) on customers heating units. This was accomplished through the use of telemarketing and instruction to service technicians to perform PMI's while on existing service calls. As explained in facility's application, conducting PMI's increases the burning efficiency and cleanliness of each unit and results in a reduction in particulate emissions.

c. Please list any other EPA voluntary programs to which you are also reporting these data (e.g., Energy Star, Project XL).

N/A

Section C

(continued)

C.2

Performance Commitment 2

a. Use this table to report data related to your second performance commitment.

Category (see page 16 of the instructions): Energy Use					
Aspect (see page 16 of the instructions): Total Energy Use					
	<i>Baseline (as stated in your application)</i>	<i>Year 1</i>	<i>Year 2</i>	<i>Year 3</i>	<i>Performance Commitment (the goal stated in your application)</i>
<i>Calendar Year</i>	2000	2001			2003
<i>Actual Quantity (per year)</i>	4,818,717	4,738,833			(optional)
<i>Measurement Units</i>	Thousand BTU				
<i>Normalizing Factor*</i>	1.0	.67			NA (optional)
<i>Basis for your Normalizing Factor*</i>	increase or decrease in customer account base				
<i>Normalized Quantity* (per year)</i>	4,818,717	4,240,470			4,598,793
*See pages 17-19 of the instructions for more information					

b. Briefly describe how you achieved improvements for this aspect or, if relevant, any circumstances that delayed progress.

Improvements were achieved through increased attention and focus by the company on the performance of Preventative Maintenance Inspections (PMI's) on customers heating units. This was accomplished through the use of telemarketing and instruction to service technicians to perform PMI's while on existing service calls. As explained in the facility's application, conducting PMI's increases the burning efficiency and cleanliness of each unit. Increased efficiency per unit results in a reduction in the amount of energy utilized per unit.

c. Please list any other EPA voluntary programs to which you are also reporting these data (e.g., Energy Star, Project XL).

NA

Section C

(continued)

C.3 Performance Commitment 3

a. Use this table to report data related to your third performance commitment.

Category (see page 16 of the instructions): Accidental Releases					
Aspect (see page 16 of the instructions): Release History					
	<i>Baseline (as stated in your application)</i>	<i>Year 1</i>	<i>Year 2</i>	<i>Year 3</i>	<i>Performance Commitment (the goal stated in your application)</i>
<i>Calendar Year</i>	2000	2001			2003
<i>Actual Quantity (per year)</i>	15	3			(optional)
<i>Measurement Units</i>	Gallons				
<i>Normalizing Factor*</i>	1.0	.795			(optional)
<i>Basis for your Normalizing Factor*</i>	Gallons of fuel oil sold				
<i>Normalized Quantity* (per year)</i>	15	4			0
*See pages 17-19 of the instructions for more information					

b. Briefly describe how you achieved improvements for this aspect or, if relevant, any circumstances that delayed progress.

Improvements were achieved through improved training of sales staff, oil driver and service technicians to fully implement the facility's first fill inspection/labeling program. Through this inspection process the facility is able to reduce mis-deliveries and deliveries to damaged or inadequate fuel storage tanks and consequently reduce the potential for product releases.

c. Please list any other EPA voluntary programs to which you are also reporting these data (e.g., Energy Star, Project XL).

N/A

Section C

(continued)

C.4

Performance Commitment 4

a. Use this table to report data related to your fourth performance commitment.

Category (see page 16 of the instructions): Waste

Aspect (see page 16 of the instructions): Total Solid Waste- Oil Recycled

	<i>Baseline (as stated in your application)</i>	<i>Year 1</i>	<i>Year 2</i>	<i>Year 3</i>	<i>Performance Commitment (the goal stated in your application)</i>
<i>Calendar Year</i>	2000	2001			2003
<i>Actual Quantity (per year)</i>	0	360			(optional)
<i>Measurement Units</i>	Gallons				
<i>Normalizing Factor*</i>	1.0	.795			(optional)
<i>Basis for your Normalizing Factor*</i>	Gallons of fuel oil sold				
<i>Normalized Quantity* (per year)</i>	0	453			216
*See pages 15-17 of the instructions for more information					

b. Briefly describe how you achieved improvements for this aspect or, if relevant, any circumstances that delayed progress.

The facility was able to achieve improvements through the establishment of a newly created waste oil recycling process. Please note that the facility was not recycling any oil during the baseline year and plans on recycling all available waste oil in the future.

c. Please list any other EPA voluntary programs to which you are also reporting these data (e.g., Energy Star, Project XL).

N/A

Section D

Public Outreach and Performance Reporting

D.1 Please briefly summarize the public outreach and reporting activities that your facility has conducted during the year. Feel free, but not obligated, to attach supporting materials (e.g., meeting agendas, public announcements).

1. In December 2001, students from Ellis Technical School were invited to the facility. Staff personnel provided the students with a detailed explanation of the facility's operations, conducted a "Hazmat" communications training session, and ended the session with a facility "walk-through"
2. The facility's service/installation manager serves on newly formed committees at two local technical schools in an attempt to create a partnership between the facility and the schools.

D.2 Please indicate which of the following methods your facility plans to use to make its Performance Track Annual Performance Report available to the public. Please check as many as are appropriate.

- ☒ Website (URL hopheat.com)
- ☐ Open House
- ☐ Meetings
- ☐ Press Releases
- ☐ Community Advisory Panel
- ☒ Other : Posting at facility

Section E

Self-Certification of Continued Program Participation

On behalf of DDLDC Danielson,
(name of my facility)

I certify that

- ◆ I have read and agree to the terms and conditions specified in *the National Environmental Performance Track Program Guide*. This facility, to the best of my knowledge, continues to meet all program criteria;
- ◆ I have personally examined and am familiar with the information contained in this Annual Performance Report. The information contained in this report is, to the best of my knowledge and based on reasonable inquiry, true, accurate, and complete;
- ◆ My facility has an environmental management system (EMS), as defined in the Performance Track EMS criteria, including systems to maintain compliance with all applicable federal, state, tribal, and local environmental requirements in place at the facility, and the EMS will be maintained for the duration of the facility's participation in the program;
- ◆ My facility has conducted an objective assessment of its compliance with all applicable federal, state, tribal, and local environmental requirements; and the facility has corrected all identified instances of potential or actual noncompliance; and
- ◆ Based on the foregoing compliance assessments and subsequent corrective actions (if any were necessary), my facility is, to the best of my knowledge and based on reasonable inquiry, currently in compliance with applicable federal, state, tribal, and local environmental requirements.

I agree that EPA's decision whether to accept participants into or remove them from the National Environmental Performance Track is wholly discretionary, and I waive any right that may exist under any law to challenge EPA's acceptance or removal decision.

I am the senior manager with responsibility for the facility and am fully authorized to execute this statement on behalf of the corporation or other legal entity whose facility is part of the National Environmental Performance Track program.

Signature/Date _____

Printed Name Mr./Mrs./Ms./Dr. Mr. Rich Hyland

Title General Manager

Phone Number/E-mail Address (860) 779-5037

Facility Name DDLDC (Danielson)

Facility Street Address 84 Shephard Hill Rd., Danielson CT 06239

Performance Track Identification Number A01-0032

Paperwork Reduction Act Notice

The public reporting and recordkeeping burden for this collection of information is estimated to average 188 hours per respondent annually. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

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